

CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT
51-4-075

CLASSIFICATION TITLE Transportation Planner	DISTRICT/DIVISION/OFFICE District 51/Division of Traffic Operations/Office of Traffic Management	
WORKING TITLE Traveler Information Coordinator	POSITION 913-350-4768-xxx	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT: Under the general direction of a Senior Transportation Engineer and the direct lead from a Senior Transportation Engineer (Specialist), the incumbent has the main journey-level responsibility to coordinate and implement traveler information programs. These efforts contribute to the Department's Transportation System Management (TSM) strategies by providing traveler information about the Department's highways, traffic management, public transportation and non-motorized travel to commercial and media companies, Regional Transportation Planning Agencies, and consumers. The incumbent assists districts and headquarters divisions in implementing Deputy Directive 78 and complying with Code of Federal Regulation (CFR) 23 CFR 511, which require the state to provide widespread and consistent distribution of traveler information for easy access by travelers and information providers. Travel information is crucial to minimizing excess demand on the California's transportation infrastructure. The incumbent supports, coordinates, evaluates, improves and communicates Department's traveler information collection, processing, and distribution of data. In addition, the incumbent participates on the team of individuals to provide TSM operations services, support, monitoring, and education programs.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M)	Job Description
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| 30% (E) | Facilitates intra-Departmental and multi-agency planning, programming, and development of state and regional agencies' Traveler Information (TI) programs' design, information content, reliability, and data quality. Coordinates planning and implements projects to provide the public with consistent access to state and regional highway, transit, rail, and non-motorized traveler information across regional and state borders. Prepares responses for surveys. |
| 20% (E) | Coordinates and leads, departmental, Regional Transportation Planning Agencies, multi-agency and public-private sector meetings and represents their needs back to the Traffic Operations Division, other modal divisions, and Information Technology. Communicates orally and in writing, with Regional Transportation Planning Agencies, commercial/media firms, and the public regarding departmental policies and business practices. Provides direction to districts, regional, and local agencies in planning and developing multi-modal, multi-agency, advanced travel information systems. Provides recommendation for planning and funding support of the national 511 Program and other state and federal requirements. |

This task includes corresponding with districts' planning, operations, Public Information Officers, and maintenance staffs; with urban metropolitan regional transportation planning agencies; and with rural county associations of governments regarding Transportation Management System strategies and business practices.

- 15% (E) Monitors costs and usage volumes of, and proposes improvements for, the statewide California Highway Information Network (1-800-GAS-ROAD) telephone service. Plans, implements transition to seamless traveler information telephone, website, and social media services in coordination with Metropolitan Planning Organization partners and internal divisions.
- 15% (E) Coordinates with the Division of Planning and Regional Transportation Planning Agencies to implement national guidance to more closely coordinate Operations and Safety with Planning. Writes scopes of work and facilitates execution and management of Requests for Proposals, contracts and interagency agreements. Conducts analysis/report writing, monitors work products and expenditures and approves invoices for payment, and evaluates contractor performance
- 10% (M) Prepares correspondence and reports on traveler information issues and activities. Writes responses to letters referred by the Director's or Governor's office or other sources. Reviews, annotates, and maintains national, state, and regional reports on travel information systems, including but not limited to cost-efficiency, effectiveness, content availability and data collection/information processing, customer satisfaction, and market segmentation and penetration. Briefs headquarters and district staffs on latest traveler information costs and benefits.
- 10% (M) Coordinates with and supports TSM strategic teams. Participates in task forces and special projects. These projects will be to either implement or educate stakeholders and practitioners to improve congestion, safety, and the measurement and reporting thereof.

SUPERVISION EXERCISED OVER OTHERS:

None. May function as lead point of contact on specific projects giving direction to one or more transportation planners or other classifications.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:

The incumbent should understand the Department's mission to improve mobility across California, goals for TSM, traveler information, and multimodal transportation planning with land use and air quality and economic interdependencies. The incumbent must exercise knowledge of, and the ability to, efficiently and effectively:

- Coordinate the implementation of statewide travel information systems via calls, e-mails, and meetings.
- Use personal computers and related software: e-mail system; Filemaker Pro; and Microsoft Word, Excel and Power Point.

- Quickly grasp new ideas and incorporate them into existing procedures and policies.
- Reason logically and creatively to resolve problems and issues, analyze data and information from numerous sources, and present ideas, information, and alternatives concisely and effectively.

The incumbent must possess the following General Competencies:

Analytical Thinking: Approaching a problem by using a logical, systematic, sequential approach.

Communication: Listening to others and communicating in an effective manner.

Customer Focus: Identifying and responding to current and future client needs, and providing excellent service to internal and external clients.

Ethics and Personal Credibility: Upholding ethics and personal integrity, and demonstrating trustworthiness, reliability and responsibility.

Relationship Building: Maintaining, and strengthening relationships with others inside or outside of the organization who can provide information, assistance, and support.

Teamwork: Working effectively and cooperatively with other team members to achieve common goals, and complete assignments in a group setting.

The incumbent must possess the following Technical Competencies:

Negotiation/Influencing Others: The ability to gain others' support for ideas, proposals, projects, and solutions and secure win-win agreements.

Process Management: The ability to effectively manage processes.

Project Management: The ability to define and manage a project's scope, time, resources, and materials within budget and time.

Caltrans Traffic Operations Knowledge: The ability to apply specific areas of Traffic Operations expertise within Caltrans to everyday tasks and responsibilities.

Contract Management: The ability to systematically and efficiently manage a contract's creation, execution and analysis to minimize risk and maximize performance results.

Facilitation/Promotion: The ability to engage others in a process.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

Responsible for providing management information on the use of resources. Failure to fulfill this responsibility could reduce the effective management of resources in these functional areas which could affect the Department of Transportation's basic mission of providing a means for safe, expeditious transportation throughout the State.

PUBLIC AND INTERNAL CONTACTS:

The incumbent has frequent contact (verbally and written) with all levels of District staff, Division staff, Division of Procurement and Contracts, and a variety of vendors. In the course of their daily contact, the incumbent is expected to treat everyone professionally and with courtesy, dignity and respect; develop and maintain positive working relationships, present a positive, helpful attitude and be responsive to assignments, deadlines, inquiries, phone calls, e-mails, etc.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

The incumbent must be able to sit for prolonged periods of time while using a keyboard/mouse and video display monitor to read or develop documents or while attending meetings. Must be able to use fine manipulation and/or simple grasping during the course of the workday. Bending, stooping, and pulling may be required within the normal course of performing some of the responsibilities associated with this position.

Must be capable of sustained mental activity needed for report writing, auditing, problem solving, analysis, and reasoning. Must be able to manage a workload that may be subject to frequent, substantial, and unexpected changes that could affect the scheduling or completion of assignments.

The incumbent must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must have the ability to develop and maintain cooperative, collaborative working relationships and recognize difficult, emotionally charged and/or sensitive situations and handle them effectively and appropriately. Must deal effectively with pressure, maintain focus and intensity, and yet remain optimistic and persistent, even under adversity.

WORK ENVIRONMENT:

The work day is Monday through Friday, and the hours will be set sometime between 7:00a.m. and 6:00 p.m. The incumbent will work in a climate-controlled environment with artificial lighting for extended periods of time. Due to periodic problems with the heating and air conditioning, the building temperature may fluctuate.

The work environment is fast-paced and requires flexibility in managing time, priorities, and assignments.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

Employee Signature

Date

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date